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COMMONWEALTH OF VIRGINIA

STATE CORPORATION COMMISSION

AT RICHMOND, SEPTEMBER 30, 1999

APPLICATION OF

BELL ATLANTIC-VIRGINIA, INC.

CASE NO. PUC990138

To postpone implementation of rule

ORDER GRANTING WAIVERS

On September 17, 1999, the Commission entered its Order in this docket, granting a petition of GTE South Incorporated for a limited waiver of our rules regarding the termination of local exchange service for failure to pay for long distance services ("Rules"). The Order also denied the application of Bell Atlantic-Virginia, Inc. ("BA-VA"), captioned above, without prejudice to BA-VA to file a proper petition for a waiver of the Rules.

On September 23, 1999, BA-VA filed its petition, proposing to comply with the spirit of the Rules in a manner comparable to that approved for GTE South Incorporated. Both companies have pledged not to terminate any customer that makes a certain minimum bill payment each month during the period in which each company makes revisions to its automated billing system to enable it to comply fully with the letter as well as the spirit of the Rules. BA-VA advises that by the end of the first

quarter of 2000, 99% of its residential customers and 95% of its business customers will be billed under its new billing system, which will be fully compliant with the Rules.

On September 24, 1999, the Commission Staff filed in this docket the letter it received from Shenandoah Telephone Company ("Shentel"), dated September 20, 1999, in which Shentel requests a one-month waiver of application of the Rules. We will treat Shentel's letter as a petition for waiver.

Shentel represents that it has diligently and in good faith worked to make the necessary billing system modifications to ensure compliance with the October 1, 1999, deadline for implementation. Shentel further represents, however, that additional changes in its billing format and the need to purchase additional equipment to utilize its new billing format have necessitated its request for a one-month waiver. Shentel will be in full compliance with our Rules by November 1, 1999.

NOW THE COMMISSION, having considered the pleadings, and the applicable statutes and rules, and being sufficiently advised, is of the opinion that BA-VA and Shentel have shown good cause why we should waive the strict application of the Rules and that each request should be granted. We are of the further opinion that Shentel should use its best efforts not to disconnect any customer inappropriately during October and

should reconnect service to any such customer so terminated without charge.

Accordingly, IT IS ORDERED THAT:

(1) The Application for Limited Waiver of Rules filed by Bell Atlantic-Virginia, Inc., is GRANTED.

(2) Bell Atlantic-Virginia, Inc., shall, on or before March 31, 2000, submit a report to the Commission's Division of Communications regarding the status of its conversion to its new billing system and its plans to convert any remaining customers.

(3) The letter petition submitted by Shenandoah Telephone Company is GRANTED.

(4) During the period from October 1, 1999, to November 1, 1999, Shentel will reconnect, without charge, the service of any customer terminated inappropriately.

(5) This matter is continued for further orders of the Commission.